



Child and Family Services
An Office of the
Department of Health and Human Services

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Providers of Children's Behavioral Health Services Targeted Case Management

The Department appreciates the efforts made by many targeted case management providers to fully inform families about the availability of other providers and complete CareConnection documentation in a timely and accurate manner.

All targeted case management providers who contract with Children's Behavioral Health Services must fully inform families about other providers when there is a wait for a case manager. In addition, CareConnection documentation must be completed accurately and in a timely manner.

The Department sent the following to all contracted case management providers on March 5, 2010 and this process continues to be in effect:

Providers of Children's Behavioral Health Services Targeted Case Management:

As you are aware APS Healthcare is collecting information in CareConnection from agencies about all children referred for TCM and has a current wait list posted on their web site at:

http://www.qualitycareforme.com/shared/you_are_connected/tcm%20wait%20list.xls

There is concern about the number of children waiting for service at some agencies and length of time some are waiting. There are a large number of agencies providing TCM and many have immediate openings for service. Families can choose to wait for services with an agency, but it is not clear that all families are offered information and assistance with accessing services that may be available sooner with another agency.

From this date forward, the following is required at a minimum for all current and future TCM referrals not immediately assigned to a case manager and who are placed on a wait list:

1. That each provider will print out the applicable list of available TCM agencies from the CBHS web site for the district in which the family resides at:

<http://www.maine.gov/dhhs/ocfs/cbhs/provider-list/home.html>

2. That each provider will keep written documentation that they have provided:
- A. A copy of the list to each youth or family on the wait list, AND
 - B. An offer of assistance to accessing services at another agency.

3. Documentation may be in the form of a copy of an email, fax or letter to the youth or family including the date the information was sent and identifying an agency contact person with contact information.

On October 1, 2009, APS Healthcare and the Department distributed the following document:

Provider Instructions: Targeted Case Management (TCM) Wait List Management Integrated Process for APS Healthcare and DHHS & Assessment Tool Requirements Revised.

This document is located at:

http://www.qualitycareforme.com/documents/APS_TCM_Prov_Instructions.pdf

With regard to wait list and CareConnection documentation, the Instructions state:

“A Contact for Service Notification submission is required for members referred to TCM. The Contact for Service Notification is required if the member must wait for service 1 or more days.”

There are no exceptions. If a client indicates an interest in case management with a provider and a case manager is not assigned (i.e. the case manager must be available to contact the client and provide needed services that day and be able to meet with the client at the earliest possible date that the family is available), the Contact for Service Notification must be completed. Providers cannot keep wait lists of any kind without completing the Contact for Service Notifications. Contact for Service Notifications must be updated and Discharges completed according to the Instructions.

A provider who does not provide information to families about other providers or who does not maintain CareConnection documentation as required will be subject to actions that may include delay, termination or recoupment of payments or suspension or termination of contract.

Thank you for your cooperation.